Unregister your ELC account from the Microsoft Authenticator app
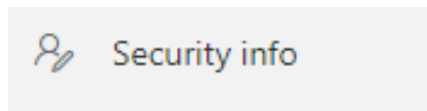
If you need to reset your MFA access, change your phone, or simply want to remove the use of MFA, perform the following steps.
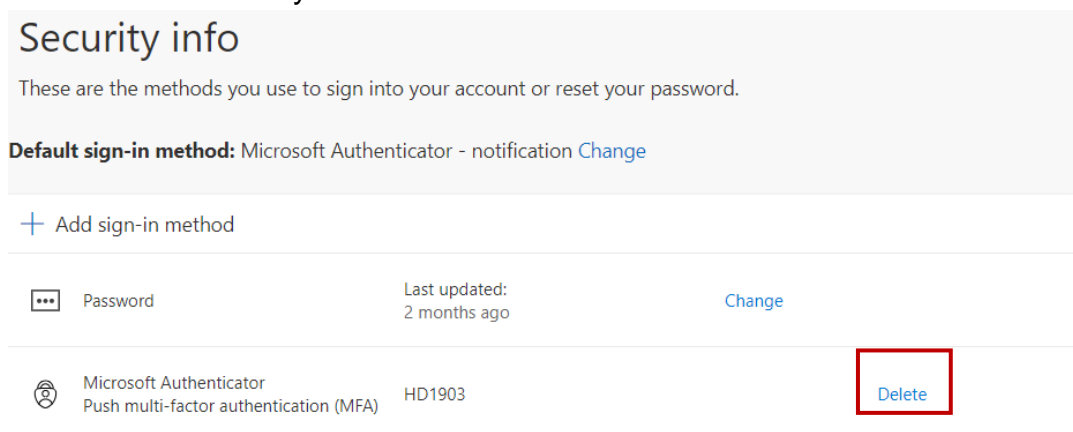
***NOTE
Once you have unregistered, you will lose all access to any systems, services that require you to authenticate using MFA.

Step 1. Unregister your personal device from your ELC account

- From your work's laptop/pc, login to your ELC online account: https://myaccount.microsoft.com

- When prompted, select your account and authenticate as prompted.

- Select **Security info** in the left menu

- If prompted, select your account again, and authenticator as prompted.

- Click Delete next to your device

- Your device should now be removed from your account.

Step 2. Unregister your ELC account from your personal device

- Launch the Authenticator app.
- Ensure you're on the accounts tab.
- Select the account you want to remove.
- Open that account's settings either by tapping the three dots, or the cog wheel.
- Tap Remove account.
- Confirm when prompted.